WHAT IS CLAIMED IS:

1. A repair worker assisting method for assisting a repair worker who visits a customer's residence to perform maintenance of equipment, the method comprising:

instructing to deliver a component for replacement upon receiving a request from the customer; and

notifying the repair worker that a repair work is ready to start upon having accepted the customer's payment for the component.

2. A repair worker assisting method, comprising:

receiving repair content data inputted from an apparatus of a customer;

calculating a repair fee based on the repair content data;

judging whether or claim a repair component is necessary based on the repair content data;

upon judging that the repair component is necessary in the preceding step, notifying an apparatus on a side of a deliverer who delivers the repair component of an instruction for delivering the repair component to the customer;

after delivering the repair component to the customer, receiving a notification of

completion of delivery from the deliverer;

upon receiving the notification, notifying the apparatus of the customer of billing of the repair fee;

after the customer has paid the repair fee into a predetermined financial institute, receiving a notification of completion of payment from an apparatus on a side of the financial institute; and

upon receiving the notification of completion of payment, instructing to dispatch a repair worker to the customer's residence.

3. A repair worker assisting method according to Claim 1, comprising:

receiving an input of address data of the customer's residence;

referencing map data containing a position of a station located for each area; and

extracting an appropriate station based on the address data.

4. A repair worker assisting method according to Claim 1, comprising:

receiving an instruction for dispatching a repair worker from a server that assists dispatch of a repair worker who performs a maintenance

task;

when the instruction for dispatching the repair worker is issued from the server, referencing a database that serves to manage a current location of the repair worker;

extracting an appropriate repair worker based on address data of a customer's residence to be visited; and

notifying a mobile apparatus owned by the repair worker of a dispatch instruction.

5. A repair worker assisting method according to Claim 4, comprising:

receiving an instruction for dispatching a repair worker from the server;

referencing a database that serves to manage a scheduled visit number for each repair worker and the assigned number of repair workers for each area; and

calculating an average number of visits in charge per repair worker from the scheduled visit number for repair workers and the assigned number of workers for each area to issue a dispatch instruction in order from the repair workers in an area with a small average number of visits in charge per repair worker.

6. A repair worker assisting method according to Claim 1, including a step of, based on a location of the repair worker, a location of the customer's residence to be visited, and predetermined conditions, retrieving a route to the customer's residence in a chronological order for the visit time.

7. A repair worker assisting method according to Claim 6, including a step of, in the case where it is impossible to be in time for the visit time with a calculated route in the preceding step, issuing from an apparatus of the repair worker an instruction for requesting an adjacent station to issue a dispatch instruction.

8. A repair worker assisting method according to Claim 1, comprising:

receiving a sudden request for on-site repair from a customer;

referencing a database storing a schedule assigned to each repair worker; and

extracting a repair worker having much time left in his/her schedule based on data stored in the database.

9. A repair worker assisting method

according to Claim 8, including reconstructing the schedule of on-site service assigned to the extracted repair worker based on a destination location and a visit date and time.

10. A storage medium storing a repair worker assisting program executed by a server that assists dispatch of a repair worker who performs a maintenance task upon receiving a request for maintenance from an apparatus, the program causing a computer to execute:

receiving repair content data inputted from an apparatus of a customer;

calculating a repair fee based on the repair content data;

judging whether or claim a repair component is necessary based on the repair content data;

upon judging that the repair component is necessary in the preceding step, notifying an apparatus on a side of a deliverer who delivers the repair component of an instruction for delivering the repair component to the customer;

after delivering the repair component to the customer, receiving a notification of completion of delivery from the deliverer;

upon receiving the notification, notifying the apparatus of the customer of billing of the

repair fee;

after the customer has paid the repair fee into a predetermined financial institute, receiving a notification of completion of payment from an apparatus on a side of the financial institute; and

upon receiving the notification of completion of payment, instructing to dispatch a repair worker to the customer's residence.

11. A storage medium according to Claim 10, the program causing the computer to execute:

receiving an input of address data of the customer's residence;

referencing map data containing a position of a station located for each area; and

extracting an appropriate station based on the address data.

12. A storage medium storing s repair worker assisting program which, after a computer executes extracting a station, causes an apparatus to execute:

receiving an instruction for dispatching a repair worker from a server that assists dispatch of a repair worker who performs a maintenance task;

referencing a database that serves to manage a current location of the repair worker;

extracting an appropriate repair worker based on address data of a customer's residence to be visited; and

notifying a mobile apparatus owned by the repair worker of a dispatch instruction.

13. A storage medium storing a repair worker assisting program according to Claim 12, the program comprising:

upon receiving an instruction for dispatching a repair worker from the server, referencing a database that serves to manage a scheduled visit number for each repair worker and the assigned number of repair workers for each area;

calculating an average number of visits in charge per repair worker from the scheduled visit number for repair workers and the assigned number of workers for each area; and

issuing a dispatch instruction in order from the repair workers in an area with a small average number of visits in charge per repair worker.

14. A storage medium storing a repair

worker assisting program according to Claim 12, including a step of, based on a location of the repair worker, a location of the customer's residence to be visited, and predetermined conditions, retrieving a route to the customer's residence in a chronological order for the visit time.

15. A storage medium storing a repair worker assisting program according to Claim 14, in which, in the case where it is impossible to be in time for the visit time with a calculated route in the preceding step, an instruction for requesting an adjacent station to issue a dispatch instruction is issued from the mobile apparatus of the repair worker.

16. A storage medium according to Claim 12, the program comprising:

receiving a sudden request for on-site repair from a customer;

referencing a database storing a schedule assigned to each repair worker; and

extracting a repair worker having much time left in his/her schedule.

17. A storage medium according to Claim

16, the program further comprising: when the repair worker receives the request, reconstructing the schedule of on-site service assigned to the repair worker is executed based on a destination location and a visit date and time.

18. A repair worker assisting apparatus which assists dispatch of a repair worker who visits a customer's residence to perform a maintenance task upon receiving a request for maintenance from an apparatus, the system comprising:

a unit that receives repair content data inputted from the apparatus;

a unit that calculates a repair fee based on the repair content data;

a unit that judges whether or claim a repair component is necessary based on the repair content data;

a unit that, upon judging that the repair component is necessary in the preceding step, notifies an apparatus on a side of a deliverer who delivers the repair component of an instruction for delivering the repair component to a customer;

a unit that, after delivering the repair

component to the customer, receives a notification of completion of delivery from the deliverer;

a unit that, upon receiving the notification, notifies the apparatus of the customer of billing of the repair fee;

a unit that, after the customer has paid the repair fee into a predetermined financial institute, receives a notification of completion of payment from a apparatus on a side of the financial institute; and

a unit that, upon receiving the notification of completion of payment, issues an instruction for dispatching a repair worker to the customer's residence.

19. An apparatus, comprising:

a unit that receives an instruction for dispatching a repair worker from a server that assists dispatch of a repair worker who performs maintenance tasks upon receiving a request for maintenance from an apparatus;

a unit that references a database that serves to manage a current location of the repair worker;

a unit that extracts an appropriate repair worker based on address data of a customer's

residence to be visited; and

a unit that notifies a mobile apparatus owned by the repair worker of a dispatch instruction.

20. An apparatus according to Claim 19, comprising:

a unit that receives an instruction for dispatching a repair worker from the server;

a unit that references a database that serves to manage a scheduled visit number for each repair worker and the assigned number of repair workers for each area;

a unit that calculates an average number of visits in charge per repair worker from the scheduled visit number for repair workers and the assigned number of workers for each area; and

a unit that issues a dispatch instruction in order from the repair workers in an area with a small average number of visits in charge per repair worker.

21. An apparatus according to Claim 19, including a unit that, based on a location of the repair worker, a location of the customer's residence to be visited, and predetermined conditions, retrieves a route to the customer's

residence in a chronological order for the visit time.

22. An apparatus according to Claims 19 to 21, comprising:

a unit that receives a sudden request for on-site repair from a customer;

a unit that references a database storing a schedule assigned to each repair worker; and

a unit that extracts a repair worker having much time left in his/her schedule.

23. An apparatus according to Claim 22, including a unit that, when the repair worker receives the request, reconstructs the schedule of on-site service assigned to the repair worker is executed based on a destination location and a visit date and time.